

ABSTRACT OF DISCLOSURE

A system and method provide for the processing and routing of incoming calls for a call center. The system is specially configured such that incoming calls are prioritized and placed in a virtual queue if it is determined that a live call attendant is not available. While in the queue, the system is further configured such that the caller may initiate and participate in various interactive functions while simultaneously maintaining their priority position in the virtual call queue.

09923984-080701
T04080-48652660